



Grid User Support — Web portal

Time scale:

- 10.03.03: WG5 Draft paper Vers. 1.0
- 10.04.03: WG5 Draft paper addendum
GDB agreement to lead the GUS activities and to design the GUS Web portal prototype at Karlsruhe
- 08.05.03: WG5 Draft paper Vers. 2.1
 - contains Vers. 1.0 and the addendum
 - still under discussion within WG5First screenshots of the GUS Web portal
- 10.06.03 First running version of the GUS Web portal
(Online demonstration at GDB meeting)
- Mid June: Begin of operation of the GUS prototype at Karlsruhe
- 08.07.03 Report on first operation experience

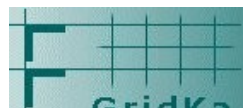




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today

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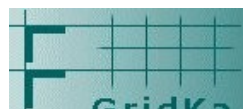
Grid User Support — Web portal

Basic model:

- One access point to GUS for all users
- All requests are recorded in a ticketing system
- We propose Remedy as ticketing system
 - very large Remedy experience at Fermilab and GridKa
- We will have problem requests and information requests

Problem requests:

- Most problem requests are likely experiment-specific
 - all requests have to go at first to experiment support people
- Some requests will come back from experiment support to GUS and have to be contributed to operations centre or directly to a specific Tier1 centre
- After problem solution an information is given to the requester and the ticket will be closed





Global Grid User Support



Current Status Documentations Training News Downloads

- Track a Service Request
- Submit a Service Request
 - By Mail
 - By Phone
 - Using the Web
- Search the Knowledge Base
- Read the FAQ
- Contact

HelpDesk Formular

Request-ID 000000000000004

Submit Query Modify Clear New Search New Request

User

Name

E-mail

Phone

Loginname

HEP-Experiment

International Project

wish an Response yes no

Problem

Type of Problem

Brief Summary

Command Line Used

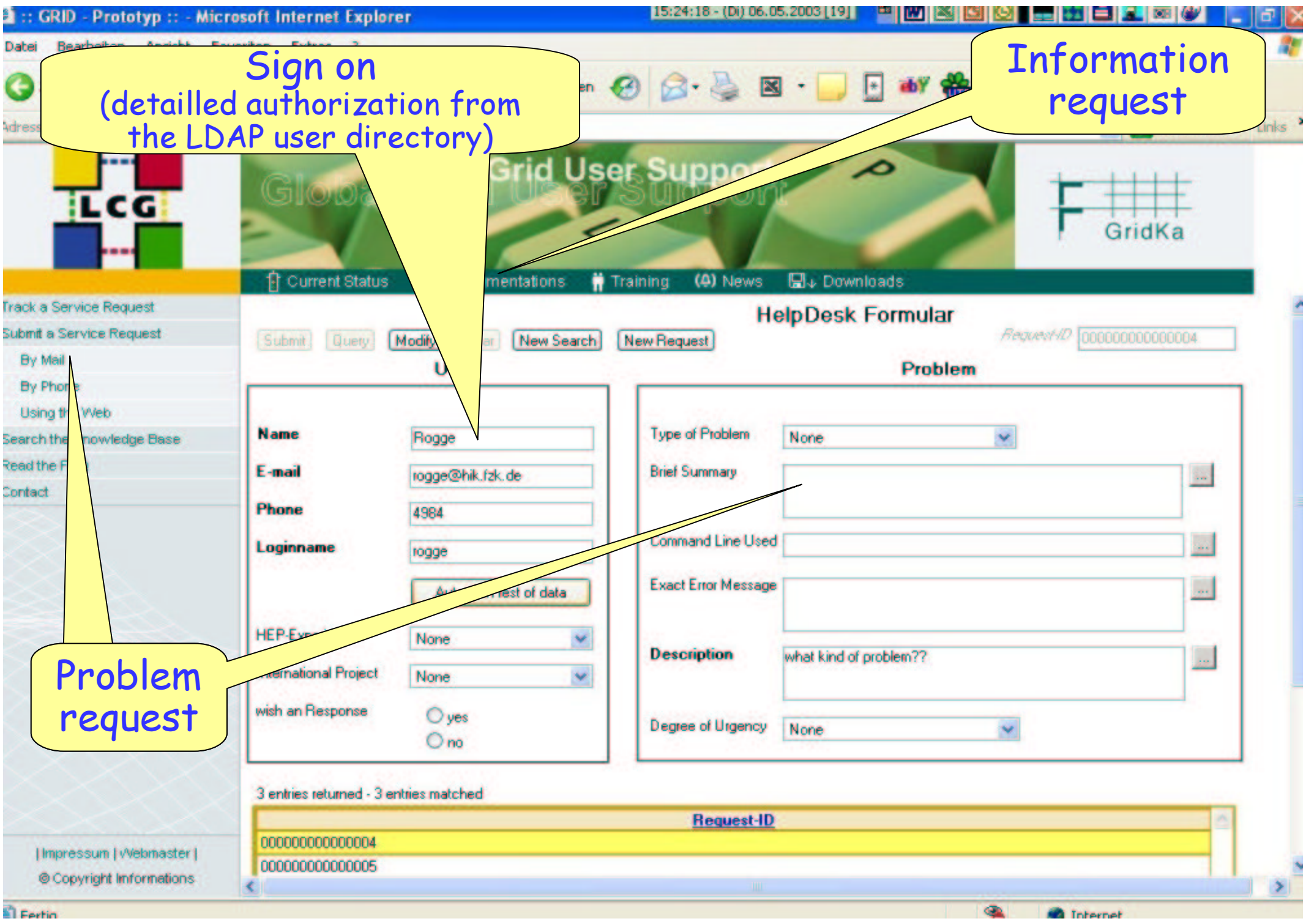
Exact Error Message

Description

Degree of Urgency

3 entries returned - 3 entries matched

Request-ID
000000000000004
000000000000005



Sign on
(detailed authorization from
the LDAP user directory)

Information
request

Problem
request



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Global GRID User Support FAQ Center

FAQ

10 latest FAQs

Software:Experiement related Software	New ATLAS FAQ available
Software:GRID related Software	New Software FAQ available
Hardware:All Hardware	New GRID Hardware FAQ available
GRID:General GRID	New Grid FAQ available
Software:Experiement related Software	Where to find my Software ?
	List programs

actual time on server is 15:25
all times are GMT+2

Powered by FAQEngine V3.85.2 ©2001-2003 Bösch EDV-Consulting



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News

24.04.2003, 10:15 AM

Starting May 22nd, 2003 the Central GRID Support will launch a new version of the Helpdesk ... [...more](#) →

24.04.2003, 4:35 PM

Due to urgent Hardware maintenance, the GRID center in KA will be down from 11:00 AM ... [...more](#) →

23.05.2003, 11:45 AM

In the Grid computing centre (GridKa) located in the research center Karlsruhe, the world-wide first PC ... [...more](#) →

23.04.2003, 8:00 AM

On June 12th, 2003 there will be an additional GRID user course for all ... [...more](#) →

22.04.2003, 5:15 PM

Startin tomorrow, there will be a new software version of the experimental software available. [...more](#) →



Grid User Support

Next steps:

- We'll develop and realize a web-based GUS system
- I'll present a running version at the June GDB meeting
- This running version could go in production mid June
- Report on first operation experience at July GDB meeting

